#### BEFORE THE STATE CORPORATION COMMISSION OF THE COMMONWEALTH OF VIRGINIA

**Ex Parte:** Establishment of Carrier

Performance Standards for Verizon : Case No. PUC010206

Virginia Inc. :

#### VERIZON VIRGINIA INC.'s PROPOSED IMPLEMENTATION SCHEDULE FOR THE VA GUIDELINES

Verizon Virginia Inc. ("Verizon VA") submits the following implementation schedule for the proposed "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" ("VA Guidelines").

For those measured items in the VA Guidelines for which performance data is currently being reported under identical measurements in the August 11, 2000 "Virginia Carrier-to-Carrier Guidelines Performance Standards and Reports" ("KPMG Test Metrics"), Verizon VA proposes that it will begin collecting performance data and performing measurements for these measured items pursuant to the VA Guidelines for the second calendar month after the month in which the Commission approves the VA Guidelines. For most of the remaining measured items, Verizon VA will begin collecting performance data and performing measurements under the VA Guidelines for the third calendar month after the month in which the Commission approves the VA

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<sup>&</sup>lt;sup>1</sup> For instance, for measured items where Verizon VA will begin collecting performance data and performing measurements for the second calendar month after the month in which the VA Guidelines are approved by the Commission, if the Commission approved the VA Guidelines in October 2001, Verizon VA's first performance report under the VA Guidelines would show Verizon VA's performance for the month of December 2001. This report would be issued at the end of January 2002 and include performance data for December 2001.

Guidelines.<sup>2</sup> For a small portion of the measured items, a longer implementation interval is proposed.<sup>3</sup> A list of the implementation intervals for the VA Guidelines measurements is set out in Attachment A.

Before Verizon VA can begin to report service quality performance data, it must undertake a wide range of complex activities. It will be reporting data for hundreds of separate measurements. In order to do this, Verizon VA will need to implement the systems and business processes necessary to collect the performance data. It will also need to institute the calculation methodologies required to process the performance data that is collected.

After Verizon VA has begun to collect and process performance data, it must conduct a review to confirm that the applicable systems, business processes and calculation methodologies are working properly and are fully and accurately collecting and reporting the data. The collection, processing and reporting of performance data for the many measurements that Verizon VA will perform is a very complex undertaking. It is essential that Verizon VA be able to ensure that the measurements it reports are accurate.

While Verizon VA will be able to implement measurement and reporting under the VA Guidelines for items that are currently measured under identical KPMG Test

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<sup>&</sup>lt;sup>2</sup> For instance, for measured items where Verizon VA will begin collecting performance data and performing measurements for the third calendar month after the month in which the VA Guidelines are approved by the Commission, if the Commission approved the VA Guidelines in October 2001, Verizon VA's first performance report would show Verizon VA's performance for the month of January 2002. This report would be issued at the end of February 2002 and include performance data for January 2002.

<sup>&</sup>lt;sup>3</sup> For a small number of the measurements, Verizon VA proposes that it will begin collecting performance data and performing measurements for the fourth calendar month after the month in which the Commission approves the VA Guidelines. For these measurements, if the Commission approved the VA Guidelines in October 2001, Verizon VA's first performance report would show Verizon VA's performance for the month of February 2002. This report would be issued at the end of March 2002 and include performance data for February 2002.

Metrics measurements more quickly than for items that will be measured for the first time under the VA Guidelines, some implementation steps will still be necessary to begin measurement under the VA Guidelines of items measured under identical KPMG Test Metrics measurements. In particular, Verizon VA will need to again compare the KPMG Test Metrics measurements to the VA Guidelines measurements to confirm that they are the same. If further review shows that the measurements are not the same, Verizon VA will need to make the necessary modifications to its measurement processes to conform the measurements to the VA Guidelines requirements.<sup>4</sup> Verizon VA will also need to create a new measurement report template for the VA Guidelines measurements and confirm that it has accurately incorporated into that report template the KPMG Test Metrics measurements.

The intervals that Verizon VA is proposing are set to allow Verizon VA to properly perform the necessary implementation work. It is imperative that the Commission give Verizon VA the time that it needs to implement a process that will result in complete and accurate performance reports.

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<sup>&</sup>lt;sup>4</sup> If the time needed to make these modifications will result in a delay in implementation of the measurement, Verizon VA will notify the Commission of the revised implementation interval for the measurement.

#### Conclusion

The Commission should adopt the implementation schedule proposed by Verizon

VA.

Respectfully submitted,

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Dated: October 24, 2001

# ATTACHMENT A

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
	PRE-ORDERING	
		0.114 # 6
PO-1-01	Average Response Time; Customer Service Record	3rd Month after Commission Order
	-	3rd Month after
PO-1-02	Average Response Time; Due Date Availability	Commission Order
		3rd Month after
PO-1-03	Average Response Time; Address Validation	Commission Order
		3rd Month after
PO-1-04	Average Response Time; Product and Service Availability	Commission Order
		3rd Month after
PO-1-05	Average Response Time; TN Reservation	Commission Order
DO 4.00	Average Beengage Times Machanined Lagr Cycl. DCI	3rd Month after
PO-1-06	Average Response Time; Mechanized Loop Qual - DSL	Commission Order
PO-1-07	Average Response Time; Rejected Query	3rd Month after Commission Order
1 0-1-07	Average response time, rejected Query	
PO-1-08	% Timeouts	3rd Month after Commission Order
PO-1-09	Parsed CSR	3rd Month after Commission Order
		3rd Month after
PO-2-01	OSS Interface Availability -Total	Commission Order
		3rd Month after
PO-2-02	OSS Interface Availability - Prime Time	Commission Order
		3rd Month after
PO-2-03	OSS Interface Availability - Non Prime Time	Commission Order
<b>DO</b> 0.04		3rd Month after
PO-3-01	Average Speed of Answer - Ordering	Commission Order
PO-3-02	% Answer within 30 Seconds - Ordering	3rd Month after Commission Order
1 0-3-02	70 Answer within 30 Seconds - Ordening	
PO-3-03	Average Speed of Answer - Repair	3rd Month after Commission Order
	0 -1	3rd Month after
PO-3-04	% Answer within 30 Seconds - Repair	Commission Order
		2nd Month after
PO-4-01	% Change Management Notices Sent on Time	Commission Order
		2nd Month after
PO-4-02	Change Management Notice Delay (1-7 Days late)	Commission Order
_		2nd Month after
PO-4-03	Change Management Notice Delay (8 + Days late)	Commission Order
BO 5 04	Avenue and Marking of Later from Out.	2nd Month after
PO-5-01	Average Notification of Interface Outage	Commission Order
PO-6-01	Software Validation	3rd Month after Commission Order
1 0-0-01	Contware validation	
PO-7-01	% Software Problem Resolution Timeliness	2nd Month after Commission Order
	1	

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
		2nd Month after
PO-7-02	Delay Hours-Software Resolution-No Workaround	Commission Order
1 0-7-02	Delay Flours-Software Resolution-No Workaround	Commission Order
		2nd Month after
PO-7-03	Delay Days-Software Resolution-Workaround	Commission Order
	Delay Hayra Failed Test Deals Transactions No.	Ond Month ofton
PO-7-04	Delay Hours-Failed Test Deck Transactions - No Workaround	3rd Month after Commission Order
FO-7-04	Workaround	Commission Order
		4th Month after
PO-8-01	Average Response Time - Manual Loop Qualification	Commission Order
		Ond Month often
PO-8-02	% On Time - Engineering Record Request	2nd Month after Commission Order
1 0-0-02	ORDERING	Commission Order
	ORDERING	
OD 4 04	Averal CDC Times. Flow Three of	3rd Month after
OR-1-01	Avg. LSRC Time - Flow Through	Commission Order
OB 1.00	% On Time I SPC Flow Through	3rd Month after
OR-1-02	% On Time LSRC - Flow Through	Commission Order
OP. 1.03	Avg. LSPC/ASPC Time - No Facility Check (Flortropic)	3rd Month after Commission Order
OR-1-03	Avg. LSRC/ASRC Time - No Facility Check (Electronic)	3rd Month after
OR-1-04	% On Time LSRC/ASRC - No Facility Check (E)	Commission Order
OIX-1-04	70 Off Time ESINO/ASING - NOT acility Check (E)	3rd Month after
OR-1-05	Avg. LSRC/ASRC Time - Facility Check (E)	Commission Order
0.1.00	ring: 20110/10110 11110 1 dominy officer (2)	3rd Month after
OR-1-06	% On Time LSRC/ASRC - Facility Check (E)	Commission Order
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	3rd Month after
OR-1-07	Avg. ASRC Time - No Facility Check (Fax)	Commission Order
		3rd Month after
OR-1-08	% ASRC On Time - No Facility Check (Fax)	Commission Order
		3rd Month after
OR-1-09	Avg. ASRC Time - Facility Check (Fax)	Commission Order
		3rd Month after
OR-1-10	% ASRC Time - Facility Check (Fax)	Commission Order
		2nd Month after
OR-1-11	Average FOC Time - Trunks <= 192	Commission Order
OD 4.44	Avorage EOC Time. Trumbe : 400	3rd Month after
OR-1-11	Average FOC Time - Trunks > 192	Commission Order
OR-1-12	% On Time FOC - Trunks <= 192	2nd Month after Commission Order
OK-1312	70 OH HIRO I OO HUHAS \= 132	3rd Month after
OR-1-12	% On Time FOC - Trunks > 192	Commission Order
		3rd Month after
OR-1-13	% On Time DLR	Commission Order
		2nd Month after
OR-1-19	% On Time Response- Request for Inbound Augment Trunks	Commission Order
		3rd Month after
OR-2-01	Avg. LSR Reject Time - Flow Through	Commission Order
		3rd Month after
OR-2-02	% On Time LSR Reject - Flow Through	Commission Order
05		3rd Month after
OR-2-03	Avg. LSR/ASR Reject Time - No Facility Check (Electronic)	Commission Order
00.004	0/ Ox Time LOD/AOD Delect N. 5 . 111 . Cl L /5)	3rd Month after
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (E)	Commission Order
OR-2-05	Avg. LSR/ASR Reject Time - Facility Check (E)	3rd Month after Commission Order
UN-2-00	Avg. LONAON Neject Time - Facility Check (E)	
OD 2 22	0/ On Time I SD/ASD Deignt   Facility Charly (T)	3rd Month after
OR-2-06	% On Time LSR/ASR Reject - Facility Check (E)	Commission Order

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
		3rd Month after
OR-2-07	Avg. Reject Time - No Facility Check (Fax)	Commission Order
		3rd Month after
OR-2-08	% On Time Reject - No Facility Check (Fax)	Commission Order
		3rd Month after
OR-2-09	Avg. Reject Time - Facility Check (Fax)	Commission Order
OP 2.10	9/ On Time Bajast   Espility Check (Eax)	3rd Month after Commission Order
OR-2-10	% On Time Reject - Facility Check (Fax)	2nd Month after
OR-2-11	Avg Trunk ASR Reject Time	Commission Order
		2nd Month after
OR-2-12	% On Time Trunk ASR Reject	Commission Order
		2nd Month after
OR-3-01	% Rejects	Commission Order
05.000		3rd Month after
OR-3-02	% Resubmission Not Rejected	Commission Order
OR-4-01	Completion Notice - Avg. Response Time	2nd Month after Commission Order
OK-4-01	Completion Notice - Avg. Response Time	2nd Month after
OR-4-02	Completion Notice - % On Time	Commission Order
		2nd Month after
OR-4-04	Work Completion Notice - Average Response Time	Commission Order
		2nd Month after
OR-4-05	Work Completion Notice - % On Time	Commission Order
00.400	Average Duration - Work Completion (SOP) to Bill	2nd Month after
OR-4-06	Completion	Commission Order
OR-4-07	% SOP to Bill Completion >=5 Business Days	2nd Month after Commission Order
OK 4 07	70 GGT to Bill GGTTplettot1 >=0 Eucliness Buys	2nd Month after
OR-4-08	% SOP to Bill Completion > 1 Business Day	Commission Order
		3rd Month after
OR-4-11	% Completed orders w/out PCN/BCN	Commission Order
		4th Month after
05.446		Commission Order
OR-4-12	% Due Date to PCN within 2 Business Days	(see Exhibit 1)
		4th Month after
OR-4-13	% Due Date to PCN within 5 Business Days	Commission Order (see Exhibit 1)
OK 4 10	70 Bue Bute to 1 Grv within a Business Buys	4th Month after
		Commission Order
OR-4-14	% Due Date to BCN within 4 Business Days	(see Exhibit 1)
		4th Month after
		Commission Order
OR-4-15	% Due Date to BCN within 7 Business Days	(see Exhibit 1)
OD 5 01	% Flow Through - Total	2nd Month after Commission Order
OR-5-01	70 Flow Hillough - Polai	2nd Month after
OR-5-02	% Flow Through - Simple	Commission Order
35 52		2nd Month after
OR-5-03	% Flow Through - Achieved	Commission Order
		2nd Month after
OR-6-01	% Accuracy - Orders - Resale	Commission Order
		3rd Month after
OR-6-01	% Accuracy - Orders - All Other Products	Commission Order
OP 6 02	% Accuracy - Opportunities - Possis	2nd Month after
OR-6-02	% Accuracy - Opportunities - Resale	Commission Order  3rd Month after
OR-6-02	% Accuracy - Opportunities - All Other Products	Commission Order
J 0 02	,	23201011 21401

	FROFOSED VA C2C METRICS	4 . 5 . 5 .
		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
		Not Reported. Long Term Measure will be
OR-6-03	9/ Acquiracy   LSBC (Interim Maccure)	reported.
OK-6-03	% Accuracy - LSRC (Interim Measure)	3rd Month after
OR-6-03	% Accuracy - LSRC (Long Term Measure)	Commission Order
OIX-0-03	76 Accuracy - Lorto (Lorig Territ Measure)	2nd Month after
OR-7-01	% Order Confirmation/Rejects Sent within 3 Business Days	Commission Order
01(701	70 Gradi Commination (Trojecte Cent Within C Business Buys	2nd Month after
OR-8-01	% Acknowledgements on Time	Commission Order
011001	70 7 OKTO WOODS THE STITLE STITLE	2nd Month after
OR-9-01	% Acknowledgement Completeness	Commission Order
	PROVISIONING	
	Avg. Offered Interval -Total No Dispatch - Resale 2 Wire	Ond Manth often
DD 1 01	Digital Services, UNE 2 Wire Digital Services, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
PR-1-01	ADOL LOOPS AND OINE 2 WITE ADOL LINE SHAIRING	2nd Month after
PR-1-01	Avg. Offered Interval -Total No Dispatch - All Other Products	Commission Order
111-1-01	Avg. Offered Interval -Total No Dispatch - Resale 2 Wire Digital	Commission Older
	Services, UNE 2 Wire Digital Services, UNE 2 Wire xDSL	3rd Month after
PR-1-02	Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
11(102		2nd Month after
PR-1-02	Avg. Offered Interval - Total Dispatch - All Other Products	Commission Order
	Prigi Cherou interval Potal Propater 7 in Carlot Products	2nd Month after
PR-1-03	Avg. Offered Interval - Dispatch (1-5 lines)	Commission Order
	<b>J</b> • • • • • • • • • • • • • • • • • • •	2nd Month after
PR-1-04	Avg. Offered Interval - Dispatch (6-9 lines)	Commission Order
		2nd Month after
PR-1-05	Avg. Offered Interval - Dispatch (10+ lines)	Commission Order
		2nd Month after
PR-1-06	Avg. Offered Interval - DS0	Commission Order
		2nd Month after
PR-1-07	Avg. Offered Interval - DS1	Commission Order
		2nd Month after
PR-1-08	Avg. Offered Interval - DS3	Commission Order
<b>DD</b> 4 00		2nd Month after
PR-1-09	Avg. Offered Interval - Total	Commission Order
DD 4 40	Aver Office distance Discourses	3rd Month after
PR-1-12	Avg. Offered Interval - Disconnects	Commission Order
	Avg. Interval Completed -Total No Dispatch - Resale 2 Wire	Ord Morth oft
DD 2 04	Digital Services, UNE 2 Wire Digital Services, UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
PR-2-01	,	2nd Month after
PR-2-01	Avg. Interval Completed -Total No Dispatch - All Other Products	2nd Month after Commission Order
111-2-01	Avg. Interval Completed - Total Dispatch - Resale 2 Wire	Commission Older
	Digital Services, UNE 2 Wire Digital Services, UNE 2 Wire	3rd Month after
PR-2-02	xDSL Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
	in the state of th	2nd Month after
PR-2-02	Avg. Interval Completed - Total Dispatch - All Other Products	Commission Order
	5 12 12 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2nd Month after
PR-2-03	Avg. Interval Completed - Dispatch (1-5 lines)	Commission Order
		2nd Month after
PR-2-04	Avg. Interval Completed - Dispatch (6-9 lines)	Commission Order
		2nd Month after
PR-2-05	Avg. Interval Completed - Dispatch (10+ lines)	Commission Order
		2nd Month after
PR-2-06	Avg. Interval Completed - DS0	Commission Order
		2nd Month after
PR-2-07	Avg. Interval Completed - DS1	Commission Order
<b>DD</b> 0		2nd Month after
PR-2-08	Avg. Interval Completed - DS3	Commission Order

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
		3rd Month after
PR-2-09	Avg. Interval Completed - Total - Trunks	Commission Order
		2nd Month after
PR-2-09	Avg. Interval Completed - Total - All Other Products	Commission Order
DD 0.40	Ave Interval Completed Discourses	3rd Month after
PR-2-18	Avg. Interval Completed - Disconnect	Commission Order 2nd Month after
PR-3-01	% Completed w/in 1 Day (1-5 lines) No Disp.	Commission Order
	/ Compress in the control of the con	2nd Month after
PR-3-02	% Completed w/in 2 Days (1-5 lines) No Disp.	Commission Order
	% Completed w/in 3 Days (1-5 lines) No Disp UNE 2 Wire	3rd Month after
PR-3-03	xDSL Line Sharing	Commission Order
PR-3-03	% Completed w/in 3 Days (1-5 lines) No Disp All Other Products	2nd Month after Commission Order
PK-3-03	Floducis	2nd Month after
PR-3-04	% Completed w/in 1 Day (1-5 lines) Dispatch	Commission Order
	., ., ., ., ., ., ., ., ., ., ., ., ., .	2nd Month after
PR-3-05	% Completed w/in 2 Days (1-5 lines) Dispatch	Commission Order
		2nd Month after
PR-3-06	% Completed w/in 3 Days (1-5 lines) Dispatch	Commission Order
PR-3-07	% Completed w/in 4 Days (1-5 lines) Total	2nd Month after Commission Order
FR-3-07	76 Completed Will 4 Days (1-5 lines) Total	2nd Month after
PR-3-08	% Completed w/in 5 Days (1-5 lines) - No Dispatch	Commission Order
		2nd Month after
PR-3-09	% Completed w/in 5 Days (1-5 lines) - Dispatch	Commission Order
	% Completed w/in 6 Days (1-5 lines) Total - UNE 2 Wire	
DD 2.40	Digital Services, UNE 2 Wire xDSL Loops, and UNE 2 Wire	3rd Month after
PR-3-10	xDSL Line Sharing % Completed w/in 6 Days (1-5 lines) Total - All Other	Commission Order 2nd Month after
PR-3-10	Products	Commission Order
		3rd Month after
PR-3-11	% Completed w/in 9 Days (1-5 lines) Total	Commission Order
<b>DD</b> 4.64		3rd Month after
PR-4-01	% Missed Appt Verizon - Total - Trunks	Commission Order
PR-4-01	% Missed Appt Verizon - Total - All Other Products	2nd Month after Commission Order
113 4 01	Average Delay Days - Total - UNE EEL, UNE, IOF, UNE 2	3rd Month after
PR-4-02	Wire xDSL Line Sharing and UNE 2 Wire xDSL Loops	Commission Order
		2nd Month after
PR-4-02	Average Delay Days - Total - All Other Products	Commission Order
DD 4.00	% Missed Appt Customer - UNE EEL, UNE 2 Wire xDSL	3rd Month after
PR-4-03	Loops, and UNE 2 Wire xDSL Line Sharing	Commission Order 2nd Month after
PR-4-03	% Missed Appt Customer - All Other Products	Commission Order
111100	% Missed Appt Verizon - Dispatch - UNE Loop Hot Cut,	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
1	UNE 2 Wire Digital Services, UNE 2 Wire xDSL Loops, and	3rd Month after
PR-4-04	UNE 2 Wire xDSL Line Sharing	Commission Order
		2nd Month after
PR-4-04	% Missed Appt Verizon - Dispatch - All Other Products	Commission Order
PR-4-05	% Missed Appt Verizon - No Dispatch - UNE Loop-Hot Cut and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
111703	GIAC 2 THIS ADDE LINE ORIGING	2nd Month after
PR-4-05	% Missed Appt Verizon - No Dispatch - All Other Products	Commission Order
		2nd Month after
PR-4-07	% On Time Performance - LNP	Commission Order
DD 4 55	% Missed Appt. – Customer – Due to Late LSRC - UNE 2	3rd Month after
PR-4-08	Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	Commission Order 2nd Month after
PR-4-08	% Missed Appt. – Customer – Due to Late LSRC - All Other Products	Commission Order
111 7 00	1 100000	Commission Oluci

METRIC # METRIC TITLE MOI  PR-4-14 % Completed On Time - 2 Wire xDSL Loops 3rd Month Commissic  PR-5-01 % Missed Appt Verizon - Facilities Commissic  PR-5-02 % Orders Held for Facilities > 15 Days 3rd Month Commissic  PR-5-03 % Orders Held for Facilities > 60 Days 5rd Month PR-6-01 xDSL Loops and UNE 2 Wire xDSL Line Sharing 5rd Month PR-6-01 % Installation Troubles Rept. W/in 30 Days - UNE 2 Wire 5rd Month PR-6-01 % Installation Troubles Rept. W/in 30 Days - All Other 5rd Month PR-6-02 % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 5rd Month PR-6-02 % Installation Troubles Rept. W/in 7 Days - All Other 5rd Month PR-6-03 % Installation Troubles Rept. W/in 7 Days - All Other 5rd Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 5rd Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 5rd Month PR-7-01 % Orders with Jeopardy Status 5rd Month Commissic 7rd Month Commissic 7rd Month Commissic 7rd Month Commissic 7rd Month 7rd Mon	on Order after
METRIC # METRIC TITLE 3rd Month PR-4-14 % Completed On Time - 2 Wire xDSL Loops 5rd Month PR-5-01 % Missed Appt Verizon - Facilities 5rd Month PR-5-02 % Orders Held for Facilities > 15 Days 5rd Month PR-5-03 % Orders Held for Facilities > 60 Days 5rd Month PR-6-01 xDSL Loops and UNE 2 Wire xDSL Line Sharing 5rd Month PR-6-01 Products 7rd Month PR-6-01 Products 7rd Month PR-6-02 Hot Cut 7rd Month PR-6-02 Minstallation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month PR-6-03 Minstallation Troubles Rept. W/in 7 Days - All Other 7rd Month PR-6-03 Minstall. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month PR-6-03 Minstall. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 5rd Month PR-7-01 % Orders with Jeopardy Status 7rd Month Commissic 2nd Month PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commissic 2nd Month Month Mont	after on Order after
PR-4-14 % Completed On Time - 2 Wire xDSL Loops Commission  PR-5-01 % Missed Appt Verizon - Facilities Sard Month Commission  PR-5-02 % Orders Held for Facilities > 15 Days Sard Month Commission  PR-5-03 % Orders Held for Facilities > 60 Days Sard Month Commission  % Installation Troubles Rept. W/in 30 Days - UNE 2 Wire Sard Month PR-6-01 xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Installation Troubles Rept. W/in 30 Days - All Other Products Commission  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop And Month PR-6-02 Hot Cut Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 And Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All Products Commission  % Install. Troble. Rept. W/in 30 Days-FOK/TOK/CPE - All Products Commission  % Install Products Commission  % Install Products Commission  % Install Products Commission  % Install Products Commission	after on Order after
PR-4-14 % Completed On Time - 2 Wire xDSL Loops Commission  PR-5-01 % Missed Appt Verizon - Facilities Commission  PR-5-02 % Orders Held for Facilities > 15 Days Commission  PR-5-03 % Orders Held for Facilities > 60 Days Commission  % Installation Troubles Rept. W/in 30 Days - UNE 2 Wire XDSL Loops and UNE 2 Wire XDSL Line Sharing Commission  % Installation Troubles Rept. W/in 30 Days - All Other Products Commission  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop And Month PR-6-02 Hot Cut Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 And Month Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install Commission	on Order after
PR-5-01 % Missed Appt Verizon - Facilities Commission  PR-5-02 % Orders Held for Facilities > 15 Days  3rd Month Commission Commission 3rd Month Commission Commission 4rd Installation Troubles Rept. W/in 30 Days - All Other Products 4rd Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month Commission 4rd Mon	after on Order after
PR-5-01 % Missed Appt Verizon - Facilities Commission 3rd Month PR-5-02 % Orders Held for Facilities > 15 Days 3rd Month Commission 3rd Month PR-5-03 % Orders Held for Facilities > 60 Days Commission 3rd Month PR-6-01 xDSL Loops and UNE 2 Wire xDSL Line Sharing Sharing Commission 3rd Month PR-6-01 Products Products Products PR-6-01 Products Products PR-6-02 Minstallation Troubles Rept. W/in 30 Days - All Other Products PR-6-02 Minstallation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month PR-6-02 Products Products Products Products Products Products Products Products Products PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing PR-6-03 Other Products PR-6-03 Other Products PR-6-04 PR-6-05 Other Products PR-6-05 PR-6-06 PR-6-06 PR-6-07 PR-6-07 PR-6-07 PR-6-07 PR-6-07 PR-6-08 PR-6-08 PR-6-09 PR	on Order after
PR-5-02 % Orders Held for Facilities > 15 Days Commission and Month PR-5-03 % Orders Held for Facilities > 60 Days Commission with Installation Troubles Rept. W/in 30 Days - UNE 2 Wire PR-6-01 with Installation Troubles Rept. W/in 30 Days - All Other Products Commission with Installation Troubles Rept. W/in 7 Days - All Other Products PR-6-02 Hot Cut Products Win 7 Days - All Other Products PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing PR-6-03 Other Products PR-6-03 Other Products PR-6-04 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing PR-6-05 PR-7-01 % Orders with Jeopardy Status PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission PR-8-01 Commission PR-8-01 UNE 2 Wire xDSL Line Sharing PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission PR-8-01 UNE 2 Wire xDSL Line Sharing PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission PR-8-01 UNE 2 Wire xDSL Line Sharing PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission PR-8-01 UNE 2 Wire xDSL Line Sharing PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission PR-8-01 UNE 2 Wire xDSL Line Sharing PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL PR-8-01 Open Orders in a Hold St	on Order after
PR-5-03 % Orders Held for Facilities > 60 Days  % Installation Troubles Rept. W/in 30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing  % Installation Troubles Rept. W/in 30 Days - All Other Products  % Installation Troubles Rept. W/in 30 Days - All Other Products  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month PR-6-02 Hot Cut  % Installation Troubles Rept. W/in 7 Days - All Other Products  % Installation Troubles Rept. W/in 7 Days - All Other Products  % Installation Troubles Rept. W/in 7 Days - All Other Products  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Other Products  Other Products  Other Products  Open Orders with Jeopardy Status  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission 2nd Month	after on Order after
PR-5-03 % Orders Held for Facilities > 60 Days Commission % Installation Troubles Rept. W/in 30 Days - UNE 2 Wire 3rd Month xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission % Installation Troubles Rept. W/in 30 Days - All Other Products 2nd Month Commission % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month Commission % Installation Troubles Rept. W/in 7 Days - All Other Products 2nd Month Commission % Installation Troubles Rept. W/in 7 Days - All Other Products 2nd Month 2nd Month Products 2nd Month 2nd Month 2nd Month Products 2nd Month 2nd Mo	on Order after
% Installation Troubles Rept. W/in 30 Days - UNE 2 Wire 3rd Month xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission (Sommission Products)  % Installation Troubles Rept. W/in 30 Days - All Other Products Commission (Sommission Products)  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop (Sommission Products)  % Installation Troubles Rept. W/in 7 Days - All Other (Sommission Products)  % Installation Troubles Rept. W/in 7 Days - All Other (Sommission Products)  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 (Sommission Products)  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 (Sommission Products)  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All (Sommission Products)  % Other Products (Sommission Products)  Open Orders with Jeopardy Status  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL (Sommission Products)  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL (Sommission Products)  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL (Sommission Products)  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL (Sommission Products)  Open Orders with Jeopardy Status  Open Orders with Jeopardy Status (Sommission Products)	after on Order after
PR-6-01 xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Installation Troubles Rept. W/in 30 Days - All Other Commission  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month Commission  PR-6-02 Hot Cut Commission  % Installation Troubles Rept. W/in 7 Days - All Other Commission  % Installation Troubles Rept. W/in 7 Days - All Other Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Commission  % Other Products Commission  PR-6-03 Other Products Commission  Open Orders with Jeopardy Status  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders with Jeopardy Status	on Order after
Winstallation Troubles Rept. W/in 30 Days - All Other   2nd Month Commission	after on Order after on Order after on Order after on Order
PR-6-01 Products Commission  % Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month PR-6-02 Hot Cut Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products Products Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All 2nd Month PR-6-03 Other Products Commission  PR-7-01 % Orders with Jeopardy Status  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 2nd Month Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 2nd Month Commission 2nd Month	after on Order after on Order after on Order after
% Installation Troubles Rept. W/in 7 Days - UNE POTS-Loop 3rd Month Commission % Installation Troubles Rept. W/in 7 Days - All Other Products 2nd Month Products 2nd Month Commission % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 2nd Month PR-6-03 Other Products 2nd Month Other Products 2nd Month PR-7-01 % Orders with Jeopardy Status 2nd Month Commission 2nd Month PR-8-01 UNE 2 Wire xDSL Line Sharing 2nd Month Commission	after on Order after on Order after
PR-6-02 Hot Cut Commission  % Installation Troubles Rept. W/in 7 Days - All Other Products  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 Other Products  % Orders with Jeopardy Status  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  PR-8-01 Loops and UNE 2 Wire xDSL Line Sharing  One orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  2nd Month Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  2nd Month Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission  Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL Commission	after on Order after
PR-6-02 Products Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 3rd Month Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All 2nd Month PR-6-03 Other Products 2nd Month PR-7-01 % Orders with Jeopardy Status 2nd Month PR-8-01 Commission Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL 3rd Month Loops and UNE 2 Wire xDSL Line Sharing 2nd Month Commission 2nd Month 2nd Mont	on Order after
% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All PR-6-03 % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All Other Products 2nd Month PR-7-01 % Orders with Jeopardy Status Open Orders in a Hold Status >30 Days - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing 2nd Month Commission 2nd Month	after
PR-6-03 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission  % Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All 2nd Month Commission  PR-6-03 Other Products 2nd Month PR-7-01 % Orders with Jeopardy Status 2nd Month Commission Open Orders in a Hold Status > 30 Days - UNE 2 Wire xDSL 3rd Month PR-8-01 Loops and UNE 2 Wire xDSL Line Sharing 2nd Month  2nd Month 2nd Month 2nd Month 2nd Month 2nd Month 2nd Month 2nd Month 2nd Month	
% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE - All 2nd Month Commission 2nd Month PR-6-03 % Orders with Jeopardy Status 2nd Month Commission 2nd Month Commission 2nd Month PR-8-01 Comparts in a Hold Status > 30 Days - UNE 2 Wire xDSL 3rd Month Commission 2nd Month 2 Wire xDSL Line Sharing 2nd Month 2n	on Order
PR-6-03 Other Products Commission  PR-7-01 % Orders with Jeopardy Status 2nd Month Commission Open Orders in a Hold Status >30 Days - UNE 2 Wire xDSL 3rd Month PR-8-01 Loops and UNE 2 Wire xDSL Line Sharing 2nd Month 2nd Month 2nd Month	
PR-7-01 % Orders with Jeopardy Status 2nd Month Commission Open Orders in a Hold Status >30 Days - UNE 2 Wire xDSL 3rd Month Loops and UNE 2 Wire xDSL Line Sharing 2nd Month 2n	
PR-7-01 % Orders with Jeopardy Status Commission Open Orders in a Hold Status >30 Days - UNE 2 Wire xDSL 3rd Month Loops and UNE 2 Wire xDSL Line Sharing Commission 2nd Month	
Open Orders in a Hold Status >30 Days - UNE 2 Wire xDSL 3rd Month Loops and UNE 2 Wire xDSL Line Sharing Commission 2nd Month	
PR-8-01 Loops and UNE 2 Wire xDSL Line Sharing Commission 2nd Month	
2nd Month	
DD 0.04 On an Ondone in a Hold Otation 20 Days All Others Bready 1	after
PR-8-01 Open Orders in a Hold Status >30 Days - All Other Products Commission	on Order
Open Orders in a Hold Status >90 Days - UNE 2 Wire xDSL 3rd Month	
PR-8-02 Loops and UNE 2 Wire xDSL Line Sharing Commission	
2nd Month	
PR-8-02 Open Orders in a Hold Status >90 Days - All Other Products Commission  2nd Month	
PR-9-01 % On Time Performance - Hot Cut Commission	
2nd Month	
PR-9-08 Average Duration of Service Interruption Commission	
2nd Month	after
PR-9-09 % Supplemented or Cancelled Orders at Verizon Request Commission	on Order
MAINTENANCE/REPAIR	
3rd Month	after
MR-1-01 Average Response Time - Create Trouble Commission	on Order
3rd Month	
MR-1-02 Average Response Time - Status Trouble Commission	
MR-1-03 Average Response Time - Modify Trouble Commission	
MR-1-03 Average Response Time - Modify Trouble Commission  3rd Month	
MR-1-04 Average Response Time - Cancel Trouble Commission	
3rd Month	
MR-1-05 Average Response Time - Trouble Report History Commission	
3rd Month	after
MR-1-06 Average Response Time - Test Trouble Commission	
3rd Month	
MR-2-01 Network Trouble Report Rate Commission	
Network Trouble Report Rate - Loop - UNE 2 Wire xDSL 3rd Month	
MR-2-02 Loops and UNE 2 Wire xDSL Line Sharing Commission  2nd Month	
MR-2-02 Network Trouble Report Rate - Loop - All Other Products Commission	
Network Trouble Report Rate - Central Office - UNE 2 Wire   3rd Month	
MR-2-03 xDSL Loops and UNE 2 Wire xDSL Line Sharing Commission	
Network Trouble Report Rate - Central Office - All Other 2nd Month	after
MR-2-03 Products Commission	until

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
	% Subsequent Reports - UNE 2 Wire xDSL Loops and UNE	3rd Month after
MR-2-04	2 Wire xDSL Line Sharing	Commission Order
		2nd Month after
MR-2-04	% Subsequent Reports - All Other Products	Commission Order
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
WITC Z 03	Ecops and ONE 2 WITE ADDE LINE CHAINING	2nd Month after
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - All Other Products	Commission Order
	% Missed Repair Appt Loop - Resale POTS Business,	
	Resale POTS Residence, UNE Platform Business, UNE	
MR-3-01	Platform Residence, UNE 2 Wire xDSL Loops, and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
IVIX-3-01	Wife XDSL Line Sharing	2nd Month after
MR-3-01	% Missed Repair Appt Loop - All Other Products	Commission Order
	% Missed Repair Appt Central Office - Resale POTS	
	Business, Resale POTS Residence, UNE Platform Business,	
MD 2 02	UNE Platform Residence, UNE 2 Wire xDSL Loops, and	3rd Month after
MR-3-02	UNE 2 Wire xDSL Line Sharing	Commission Order 2nd Month after
MR-3-02	% Missed Repair Appt Central Office - All Other Products	Commission Order
	% Missed Repair Appt FOK,TOK,CPE - UNE 2 Wire xDSL	3rd Month after
MR-3-03	Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
		2nd Month after
MR-3-03	% Missed Repair Appt FOK,TOK,CPE - All Other Products	Commission Order
MR-3-04	% Missed Repair Appt No Double Dispatch - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
WII ( 3 0 4	% Missed Repair Appt No Double Dispatch - All Other	2nd Month after
MR-3-04	Products	Commission Order
	% Missed Repair Appt Double Dispatch - UNE 2 Wire	3rd Month after
MR-3-05	xDSL Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
MR-3-05	% Missed Repair Appt Double Dispatch - All Other Products	2nd Month after Commission Order
WIK-3-03	Floudets	2nd Month after
MR-4-01	Mean Time to Repair - Total	Commission Order
	Mean Time to Repair - Loop - Resale POTS Business,	
	Resale POTS Residence, UNE Platform Business, UNE	
MR-4-02	Platform Residence, UNE 2 Wire xDSL Loops, and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
IVIK-4-02	Wile XDSL Line Sharing	2nd Month after
MR-4-02	Mean Time to Repair - Loop - All Other Products	Commission Order
	Mean Time to Repair - Central Office - Resale POTS	
1	Business, Resale POTS Residence, UNE Platform Business,	
MB 4.02	UNE Platform Residence, UNE 2 Wire xDSL Loops, and	3rd Month after
MR-4-03	UNE 2 Wire xDSL Line Sharing	Commission Order 2nd Month after
MR-4-03	Mean Time to Repair - Central Office - All Other Products	Commission Order
	% Cleared ( all troubles) w/in 24 Hours - UNE 2 Wire xDSL	3rd Month after
MR-4-04	Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
ND 45	Of Olegan default and the North Action of the Control of the Contr	2nd Month after
MR-4-04	% Cleared ( all troubles) w/in 24 Hours - All Other Products	Commission Order 2nd Month after
MR-4-05	% OOS > 2 Hours	Commission Order
		3rd Month after
MR-4-06	% OOS > 4 Hours - Resale POTS	Commission Order
		2nd Month after
MR-4-06	% OOS > 4 Hours - All Other Products	Commission Order
MR-4-07	% OOS > 12 Hours - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
IVII\-4-01	THE ADOL LINE ORGANING	2nd Month after
MR-4-07	% OOS > 12 Hours - All Other Products	Commission Order
	1	1

		1st DATA
		COLLECTION
METRIC #	METRIC TITLE	MONTH
	% OOS > 24 Hours - Resale POTS Business, Resale POTS	
	Residence, UNE Platform Business, UNE Platform	
MD 4.00	Residence, UNE 2 Wire xDSL Loops, and UNE 2 Wire xDSL	3rd Month after
MR-4-08	Line Sharing	Commission Order 2nd Month after
MR-4-08	% OOS > 24 Hours - All Other Products	Commission Order
	Mean Time to Repair -No Double Dispatch - UNE 2 Wire	3rd Month after
MR-4-09	xDSL Loops and UNE 2 Wire xDSL Line Sharing	Commission Order
	Mean Time to Repair -No Double Dispatch - All Other	2nd Month after
MR-4-09	Products	Commission Order
MR-4-10	Mean Time to Repair - Double Dispatch - UNE 2 Wire xDSL Loops and UNE 2 Wire xDSL Line Sharing	3rd Month after Commission Order
101111-4-10	Loops and one 2 wire xbot time sharing	2nd Month after
MR-4-10	Mean Time to Repair - Double Dispatch - All Other Products	Commission Order
	% Repeat Reports w/in 30 Days - UNE 2 Wire xDSL Loops	3rd Month after
MR-5-01	and UNE 2 Wire xDSL Line Sharing	Commission Order
MD 5 04	O/ Demost Demosts w/in 20 Deve All Other Bredwets	2nd Month after
MR-5-01	% Repeat Reports w/in 30 Days - All Other Products  NETWORK PERFORMANCE	Commission Order
	NETWORK PERFORMANCE	
		2nd Month after
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	Commission Order
	% Final Trunk Groups Exceeding Blocking Standard - No	2nd Month after
NP-1-02	Exceptions	Commission Order
02		
ND 4.00	# of Final Trunk Groups Exceeding Blocking Standard - 2	2nd Month after
NP-1-03	Months	Commission Order
	# Final Trunk Groups Exceeding Blocking Standard - 3	2nd Month after
NP-1-04	Months	Commission Order
		3rd Month after
NP-2-01	% On Time Response to Request for Physical Collocation	Commission Order
		3rd Month after
NP-2-02	% On Time Response to Request for Virtual Collocation	Commission Order
ND 0.00	Average Interval - Dhysical Callegation	3rd Month after
NP-2-03	Average Interval - Physical Collocation	Commission Order
		3rd Month after
NP-2-04	Average Interval - Virtual Collocation	Commission Order
		3rd Month after
NP-2-05	% On Time - Physical Collocation	Commission Order
		3rd Month after
NP-2-06	% On Time - Virtual Collocation	Commission Order
ND 0.07	Average Delay Days - Physical College fier	3rd Month after
NP-2-07	Average Delay Days - Physical Collocation	Commission Order
		3rd Month after
NP-2-08	Average Delay Days - Virtual Collocation	Commission Order
	BILLING	
		2nd Month after
BI-1-01	% DUF in 3 Business Days	Commission Order
		Ond March 16
BI-1-02	% DUF in 4 Business Days	2nd Month after Commission Order
DI-1-0Z	70 DOT III 7 DUSIII033 Days	Commission Older

METRIC #	METRIC TITLE	1st DATA COLLECTION MONTH
BI-1-03	% DUF in 5 Business Days	2nd Month after Commission Order
BI-1-04	% DUF in 8 Business Days	2nd Month after Commission Order
BI-2-01	Timeliness of Carrier Bill	3rd Month after Commission Order
BI-3-01	% Billing Adjustments-Dollars Adjusted	3rd Month after Commission Order
BI-3-02	% Billing Adjustments-Number of Adjustments	3rd Month after Commission Order
	OPERATOR SERVICES/DIRECTORY ASSISTANCE	
OD-1-01	Average Speed of Answer - Operator Services	2nd Month after Commission Order
OD-1-02	Average Speed of Answer - Directory Assistance	2nd Month after Commission Order
	NEW OR MODIFIED METRICS	
	New Metrics	See Exhibit 1
	Modified Metrics	See Exhibit 1

#### **EXHIBIT 1**

#### 1. Metrics OR-4-12 through 15.

These metrics measure the timeliness of Verizon VA's provision of order completion notices to the CLECs. Although these metrics are included in the New York Guidelines, they have not actually been implemented in New York. As a result, Verizon VA will have to perform more work to implement these metrics than will be necessary for the other VA Guidelines metrics. Because of this, there is the potential that the implementation interval for these metrics may need to be extended beyond the fourth calendar month after the Commission approves the VA Guidelines. If Verizon VA needs to extend the implementation interval for these metrics, it will notify the Commission of the extension.

#### 2. New Metrics

Some CLECs have proposed adoption of metrics not currently contained in the New York Guidelines: (1) OR-6-04, which will measure directory listing accuracy; (2) PR-3-08, UNE Hot Cuts, which will measure the timeliness of performance of Hot Cuts; (3) PR-5-04, which will measure the percentage of orders cancelled after 5 days for no facilities; and, (4) PR-9-02, which will measure the percentage of Hot Cuts that are performed prior to the scheduled time.

Verizon VA will file comments opposing the adoption of Metrics PR-3-08, Hot Cuts, and PR-5-04 prior to their adoption in New York. At such time as Metrics PR-3-08, Hot Cuts, and PR-5-04 are adopted in New York and then submitted by Verizon VA to the Commission for its consideration, Verizon VA will submit to the Commission a proposed implementation schedule for these metrics.

Because collaborative participants have not yet reached consensus on Metric OR-6-04, Verizon VA is not in a position at this time to estimate how much time will be needed to implement this metric. When Metric OR-6-04 is adopted by the Commission, Verizon VA will submit an implementation schedule for this metric to the Commission for its consideration.

Metric PR-9-02 is measured and reported under the KPMG Test Metrics. Verizon VA will begin collecting performance data and performing measurements under the VA Guidelines for this metric for the second calendar month after the month in which the VA Guidelines are approved by the Commission.

#### 3. Modifications to Metrics

Verizon VA's proposed implementation intervals for the metrics assume that the metrics that will be adopted by the Commission will be the metrics that have been proposed by Verizon VA. If the Commission changes a metric that has been proposed by Verizon VA (which it should not), the interval needed to implement the metric may have to be extended.